

Labor Relations Analyst

Knowledge, Skill, Ability, and Personal Characteristic Statements *Rating Results*

1	Knowledge of general principles, practices, and trends of labor-management relations, public administration, human resources, business administration and the Ralph C. Dills Act to effectively analyze and prepare for assigned bargaining responsibilities in order to recommend a strategy and advise executive management.
2	Knowledge of research and data collection techniques to ensure the accurate collection of data for research and tracking activities.
3	Knowledge of Communication techniques for gathering, evaluating and transmitting information.
4	Knowledge of English language such as proper punctuation, grammar, the meaning and spelling of words, pronunciation of words, and rules of composition in order to effectively communicate in writing and verbally to others.
5	Knowledge of grievance and complaint procedures in order to effectively analyze and respond to grievances.
6	Knowledge of state management practices to effectively administer all labor relations policies, practices, procedures, etc., to provide effective guidance to department's personnel staff.
7	Knowledge of public sector personnel management system and practices in order to effectively prepare for bargaining and respond to employee and/or union grievances, complaints and disputes, and advise managers/supervisors on labor relations questions.
8	Knowledge of negotiation strategies, tactics, and impasse procedures in order to effectively represent department management in the bargaining process.
9	Knowledge of the principles of management's rights (e.g., hiring, discipline, promotion, assignments, etc.), employee representation rights (e.g., rank and file, excluded, etc.), and unfair labor practices to effectively administer all labor relations policies, practices, procedures, etc.
10	Knowledge of the State and Federal labor laws applicable to the public sector to effectively analyze and respond to employee and/or union complaints and disputes and to advise managers/supervisors on labor relations issues.
11	Knowledge of available resources pertaining to public sector employer-employee relations to effectively administer all labor relations policies, practices, procedures, etc.

12	Knowledge of administrative procedures and practices for various dispute resolution hearings (e.g., Department of Personnel Administration, State Personnel Board, Employment Development Department, arbitration, unfair labor practice charges, etc.) to effectively support the interest of the employer.
13	Knowledge of data sources pertaining to public sector employer-employee relations in order to prepare and present in a clear and concise manner, results of surveys and/or studies.
14	Knowledge of trends in public sector negotiations, arbitration and court decisions, and court orders to effectively administer all labor relations policies, practices and procedures.
15	Knowledge of training methods, techniques and visual aids to develop and provide training programs and presentations to staff.
16	Knowledge of project management principles, concepts and techniques to manage and oversee the progress of a variety of administrative programs and project activities.
17	Knowledge of workflow principles to create flowcharts depicting a variety of program and project activities, timelines, and milestones.
18	Knowledge of the organization and functions of California state government including the organization, processes, and practices of the Legislature and the Executive Branch to determine program compliance or identify program impact.
19	Knowledge of research techniques (e.g. library, on-line/internet, etc.) to compile information for projects and assignments.
20	Knowledge of arithmetic computations such as addition, subtraction, multiplication, division, ratios, decimals, and percentages in order to interpret, modify, and/or propose compensation packages during negotiations.
21	Knowledge of decision-making techniques and processes to identify and make appropriate decisions from a variety of alternatives.
22	Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of issues.
23	Knowledge of cost/benefit analysis principles and concepts in order to analyze, determine, and prioritize feasible proposals.
24	Knowledge of time management techniques to provide for efficient prioritization and completion of projects and assignments.
25	Knowledge of internet, email, and other basic personal computer functions and software applications to conduct work-related activities.
26	Ability to interpret and apply laws of Memorandum of Understanding.

27	Ability to effectively handle stressful or sensitive situations with professionalism, tact and diplomacy in order to achieve a resolution at bargaining or during a dispute.
28	Ability to achieve a resolution of an employee or union initiated grievance, complaint, or dispute.
29	Ability to achieve a productive working relationship with union advocates or other departmental advocates.
30	Ability to work effectively with all levels of management to provide information and ensure the department is in compliance with labor/management relations laws, policies, procedures, and labor agreements.
31	Ability to conduct online research of various written and electronic materials using the internet and other electronic resources in order to obtain, compile and/or support information/data regarding labor relations activities, departmental policies and procedures and apply the information to current assignments or projects.
32	Ability to analyze various forms of data accurately to provide statistical and/or informational reports to management.
33	Ability to conduct forums for interactive learning among new managers/supervisors and confidential employee staff in order to provide updates, information regarding labor relations laws, policies, procedures or labor agreements.
34	Ability to develop and present training programs in employer-employee relations for managers/supervisors and confidential employees in order to provide updated and standardized information.
35	Ability to read, analyze and logically interpret and apply appropriate laws, rules, regulations, and memoranda of understanding, policies, procedures and instructions.
36	Ability to plan, organize and conduct research, fact finding and statistical work.
37	Ability to reason logically, analyze situations, develop, evaluate alternatives and take effective action.
38	Ability to accurately obtain, evaluate, analyze and record facts.
39	Ability to prepare clear, concise and consistent reports, graphs, written correspondences, and/or statistical reports.
40	Ability to communicate, in writing, to convey information and opinions in order to convince bargaining team members of appropriate strategy for delivering management proposals.
41	Ability to consult and advise stakeholders on labor relations matters.
42	Ability to use good judgment and make sound decisions in critical situations.

43	Ability to establish and maintain cooperative relationships with others and establish credibility with those contacted in the work environment.
44	Ability to maintain confidentiality in highly controversial situations to preserve the integrity of labor relations issues and related matters.
45	Ability to remain unbiased when evaluating and making recommendations for resolving disputes, complaints and employee grievances.
46	Ability to communicate, verbally, in a professional and effective manner with others to convey information and opinions in order to convince bargaining team members of appropriate strategy for delivering management proposals.
47	Ability to present and defend the employer's position(s) to control agencies, outside entities, unions, and other departments.
48	Ability to effectively communicate orally and promote a cooperative atmosphere during stressful situations, such as when dealing with angry or hostile individuals or in emergency conditions, in order to convey information clearly and concisely, diffuse situations, and resolve issues to audiences with varying levels of understanding.
49	Ability to explain clearly and concisely plans and results of a bargaining session to executive management.
50	Ability to negotiate and/or compromise in a professional and courteous manner when dealing with individuals holding differing opinions and viewpoints.
51	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
52	Ability to work independently on projects or assignments without close supervision or detailed instructions.
53	Ability to evaluate written materials and make recommendations for action based upon the documented data and information.
54	Ability to review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
55	Ability to write reports, correspondences, policies, and procedures using proper English, grammar, punctuation, and sentence structure.
56	Ability to conduct research from various verbal/oral sources such as interviews, classes, lectures, etc. to compile information and data and apply the information to current assignments or projects.

57	Ability to identify required data, information, materials, and resources needed to complete/perform a project, assignment, work tasks, address issues, evaluate program effectiveness, and/or serve as a basis for program/project-specific decisions.
58	Ability to interpret data obtained through formal data gathering techniques, such as surveys, questionnaires, and interviews.
59	Ability to perform arithmetic computations (such as addition, subtraction, multiplication, division, ratios, decimals, and percentages).
60	Ability to extract specific, relevant data and information from a larger body of material.
61	Ability to read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and contracts.
62	Ability to read, interpret, and present numerical data in a clear and logical format (such as tables, bar charts, pie charts, and line graphs) to determine meaning/impact of data presented to assigned program and/or projects.
63	Ability to reconcile discrepancies in data and information pertaining to program/project activities (such as time code charges, expenditures, and staff resource allocations).
64	Ability to analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures.
65	Ability to develop detailed and specific procedures and processes outlining the steps to follow in completing departmental, program and/or project tasks.
66	Ability to introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
67	Ability to Prioritize and schedule the work to be completed by a work team or project task force
68	Ability to establish project schedules and milestones to complete projects and assignments within desired timelines.
69	Ability to Work on multiple tasks or parts of tasks simultaneously to ensure timely completion of projects and other work activities
70	Ability to work independently on projects or assignments without close supervision or detailed instructions.
71	Ability to use a personal computer to input data, access information, and/or create materials, documents and presentations using a variety of software applications.
72	Ability to use electronic mail software to communicate with diverse audiences on matters related to various project and program issues.
73	Ability to use database software to input, organize, track, and retrieve data.

74	Ability to use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts for use in reports and other tracking activities.
75	Ability to use word processing software to prepare reports, memos, correspondence, and other job-related documents and materials.
76	Ability to use presentation software to prepare presentations, training sessions, and other job-related documents and materials.
77	Ability to use and operate a variety of basic office equipment such as, but not limited to, copiers, scanners, calculators, telephones, and fax machines in the course of completing assigned work tasks.
78	Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
79	Ability to facilitate meetings and discussions in a manner that ensures that the meeting and discussion stays focused on the intended topic and encourages active participation by all attendees.
80	Ability to function as a liaison on behalf of assigned program or project in interacting with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues raised.
81	Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments.
82	Ability to provide one-on-one training to facilitate the transfer of specific knowledge and/or skills.